ARIZONA®
@YOUR SERVICE

Arizona @ Your Service

Contact Arizona

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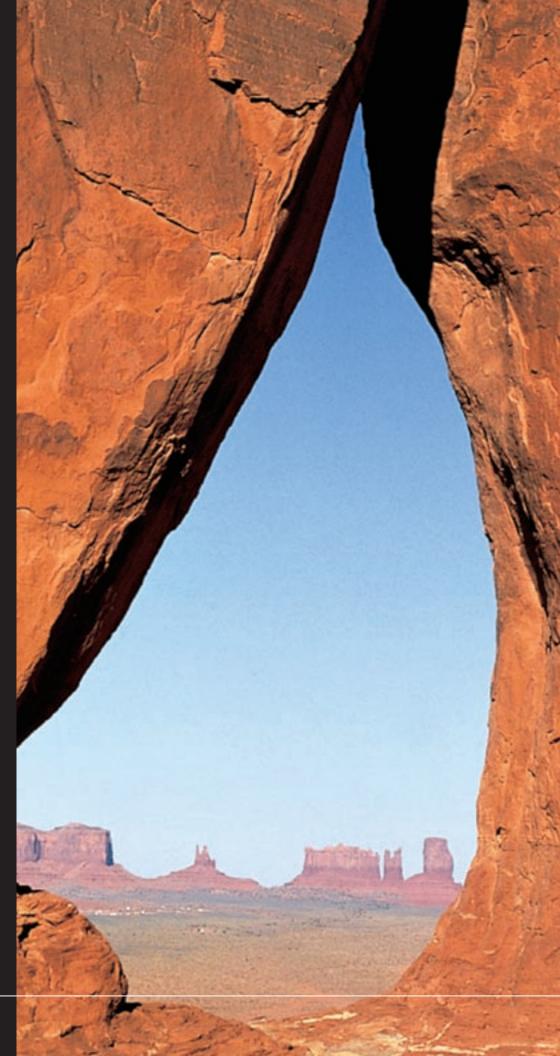Digital Government Services Manager
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Contact Arizona

Improved communications with citizens

The need for greater function

When the Arizona @ Your Service Portal (AZ.GOV) launched, like most sites, it included "contact" capability with a simple button for site visitors to click to be connected to the State. However, as the Portal gained in use and popularity — the site had more than 12.2 million visits representing some 6.8 million individual visitors in 2005 — so did the need to provide enhanced functionality. An especially compelling need was to offer subscription services to citizens and business people.

A cost-effective solution

GITA enlisted the help of the Portal team, which investigated the specific needs of individual agencies, then researched various options. Ultimately, their path pointed to the need for the addition of e-mail subscription service enhancements to the Contact Arizona function as the most efficient and cost-effective approach.

The results

The Contact Arizona e-mail subscription service was brought on-line in some 4 months and enables citizens to subscribe to agency-defined e-mail services. It also allows agency administrators to create and manage e-mail subscription content and distribution lists of subscribers to various types of information. All of this enhances communication between the Arizona government and its citizens.

Some additional details

Currently, 43 Arizona agencies offer Contact Arizona information subscription services. As a result, citizens can create their own subscriber profiles, receiving just the information from an agency that interests them. And agency administrators can manage the process and generate reports that help them effectively deploy resources.

During initial research, the most viable option would have cost Arizona at least $230,000 for six months, which was deemed unaffordable. The solution the Portal team implemented was brought on-line for a total of $162,000, providing all the necessary function at approximately one-third the cost for the first year alone.

Customer Survey comment

"A great improvement to the system."

"I like the system a lot."

We're glad we could help, working hand in hand with:

- Arizona Department of Transportation Motor Vehicle Division
- Arizona Government Information Technology Agency
- Administrative Office of the Courts
- Arizona Department of Economic Security
- Arizona Department of Environmental Quality
- Arizona Government University
- Governor's Office of Highway Safety
- Arizona Department of Insurance
- Arizona State Board of Naturopaths
- Arizona State Board of Pharmacy
- Arizona State Board of Physical Therapy
- Arizona Department of Public Safety
- Arizona Department of Real Estate
- Arizona Registrar of Contractors
- Arizona Schools for the Deaf and Blind
- Arizona Board of Technical Registration
- Arizona Department of Weights and Measures
- and many more

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